POSB
Smart
Buddy

POSB Smart Buddy

Watch Guide

Contents page

Introduction to Smart Buddy Watch

Congratulations! You are now a proud owner of the new generation Smart Buddy Watch.

This generation includes the following exciting upgrades:

• A full colour screen with brightness control.

• Capacitive touch button below the screen.

• Ergonomic Payment Chip Tray (no need for special SIM tool).

• Enhanced water resistance.

• Greatly improved battery life.

• All around, it looks great!

Please browse through this manual to get yourself acquainted with the features available on the Smart Buddy Watch as well as on the Smart Buddy Mobile App after linking the watch to it.

Watch Specifications

Category	Description
Screen	Full colour TFT LCD screen
Function Button	Capacitive touch
Connectivity	Bluetooth 5.0 and below
Charging	USB micro (cable provided)
Battery Life	Up to 10 days with normal use
Strap Type	Spring loaded mechanism easy-replace strap supported
Water Resistance	IP67 (Ingress Protection) rated (Not suitable for swimming)
Payment Tray	Finger actuated (no SIM tool required)
Material	Main body : Moulded plastic Strap : Silicone

Using the Watch

Installing the Smart Buddy Payment Chip
Using any flat tool (such as toothpick, clip or fingernail), gently pull on the tray slot to remove it. Place the Smart Buddy payment chip you received from POSB on the tray and reinsert the tray into the slot.

NOTE : The payment chip and the watch are not connected electronically. This means that even if the watch runs out of battery, payments can still be processed.

Power Up
Touch the function button for at least three seconds, if the watch has power, it will power up with our signature HELLO screen.

If the screen does not appear, please charge the watch using the cable provided.
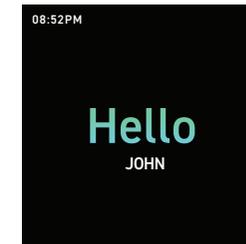
Charging
The screen will show the charging status. Charging takes around 90 - 120 minutes to obtain a full charge from 0%. Time taken is dependent on the charger used.

NOTE : Please insert micro-USB cable in the correct direction/orientation carefully to ensure that the reliability of the watch is not compromised.
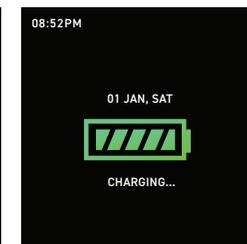
Watch Accessible Functions

Once the watch has been turned on, the main screen will show the time, date and steps. To view other screens, simply tap once on the touch button below the watch screen. To access the available options for the particular screen, tap and hold for two seconds.
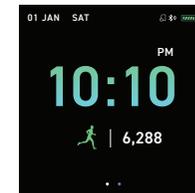
Screen (Tap)   >> Tap & Hold >>

Date, Time/Steps (Home Screen)

Short press to cycle through the new screen design available.
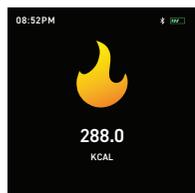Long press to apply the new design.

Steps with progress chart

No added screens/sub-function

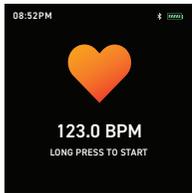### Distance with progress chart

No added screens/sub-function
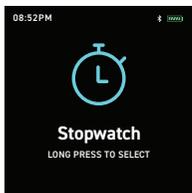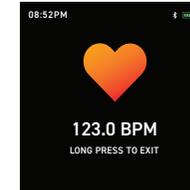
Calories expended for the day

No added screens/sub-function
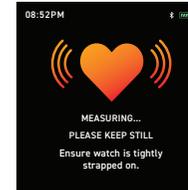
Watch Accessible Functions
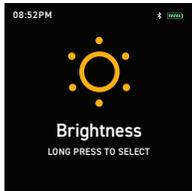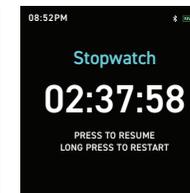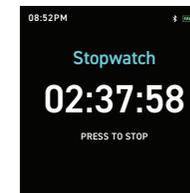
Screen (Tap)   >> Tap & Hold >>

Heart Rate (Long press to start Heart Rate measurement)

Keep your hands steady while the watch measures the heart rate. Long press to return to previous screen.

Stopwatch (Long press to start Stopwatch)

Single long press to start the stopwatch, single press to stop/pause. You may resume by a single press. To exit, long press the function button.

Brightness control (Long press to access function)

The watch offers five levels of brightness, single tap to adjust. Long press to apply the level and return to previous page.

Note: Higher brightness levels reduce battery life.
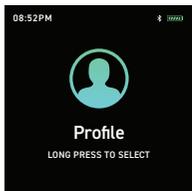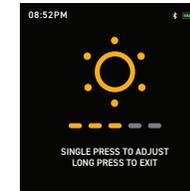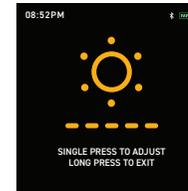
Profile/Watch Information (Long press to view details)

This screen shows essential information such as the watch owner's name, watch ID (or BLE ID), and firmware version of the watch. Long press to return to previous screen.
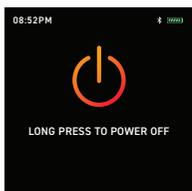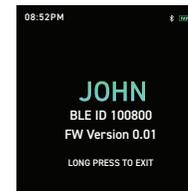
Power off

Long press the function button to switch off the watch.

Mobile App Accessible Functions

Reminders
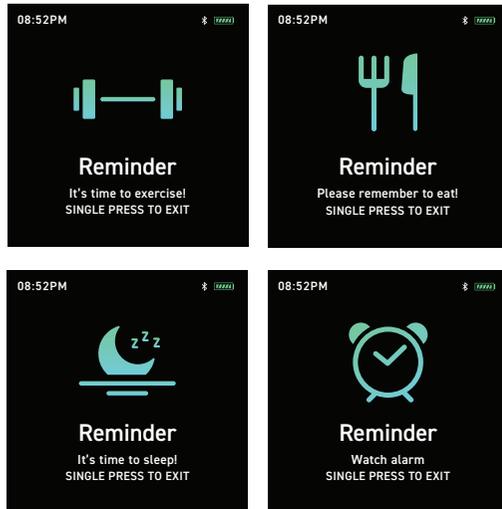
Alerts can be set using the Smart Buddy Mobile App. The alert categories include

- Exercise
- Eat
- Sleep
- General Alarm

The screens shown will appear on the watch for 30 seconds when a set alarm triggers. Press the function button to acknowledge, or if your child fails to dismiss the alert, a reminder will be sent to him/her again.

Stay Active Nudges
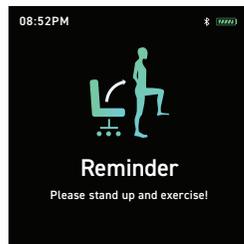
Stand reminder can be configured on the Smart Buddy Mobile App. When the watch detects that your child has been sitting for the period of time that you set, it will remind him/her to move around. This nudges your child to stay active.

Other Watch Screens

Memory Full
This occurs when the watch has accumulated too much steps/heart rate/calories data. Initiate a watch sync using the Smart Buddy Mobile App to ensure all data is saved to the app. It takes around seven days of usage to fill up the watch storage, thus it is encouraged that a watch sync be performed regularly.

Firmware Upgrade
The watch software may require an upgrade from time to time. Check for available updates using the Smart Buddy Mobile App, or you will also be prompted to update the software during watch syncs.

Watch Sync
When a watch sync is initiated on the Smart Buddy Mobile App, this screen will appear. During a watch sync, data from the watch will be transferred to the app, clearing up memory available on the watch.

Frequently Asked Questions (FAQ)

1. **How do I set up my child's Smart Buddy watch?**
   Follow the guides <u>here</u> to set up your child's Smart Buddy Watch.

   Note: Each Smart Buddy Watch has a unique Bluetooth serial number. Please press the function button on the watch until the watch serial number appears on the display.

2. **What is BLE ID?**

   The BLE ID is unique to each watch and is used by the phone and the Smart Buddy system. This ID is used for the following processes in the Smart Buddy Mobile App.

   Watch set-up : You will be prompted to identify this watch on the mobile app to assign to child.

   Watch syncing : Once the watch has been assigned to the Smart Buddy Mobile App, the syncing feature on the mobile app will look for the BLE ID to sync data from the watch to the mobile app.

   Refer to our Smart Buddy Mobile App guide <u>here</u>.

   Refer to our Smart Buddy Help & Support page <u>here</u> with all your payment/accounts questions answered.

3. **How do I find the Smart Buddy Card number?**

   If you are using the Smart Buddy Watch, check the payment chip in the watch. The number is indicated in yellow, on the back of the payment chip.

Frequently Asked Questions (FAQ)

4. **Can I use other micro-USB cable?**
    Yes, any good and reliable 3rd party micro-USB cable will work with this watch.

5. **What kind of charger should I use?**
    Typically a USB charger with at least 5V 1.0A for reliable and timely charging is recommended.

6. **How long can the battery last?**
    The watch's battery can last up to 10 days under normal usage, with heart rate monitoring and alert features limited to sporadic use, and brightness level set at medium.

7. **Is the watch water proof?**
    No, it is water-resistant. This means that it can withstand rain and light exposure to water, such as the washing of hands and a "short" shower, but is not suitable for swimming.

8. **How should I clean the watch?**
    We recommend using a damp (not wet!) cloth to wipe the watch gently.

9. **What is the warranty for this watch?**
    The watch is warranted for one year against manufacturing defects on the watch body and the watch electronic function itself. Signs of abuse and misuse will void the warranty. Straps are not covered in this warranty. Terms & Conditions apply.

    To replace your faulty watch, you will need to raise a replacement request through your Smart Buddy mobile app. To find out if your watch is still under warranty or steps on how to raise a watch replacement request, refer to the 'Smart Buddy Watch Warranty/Replacement' section in the mobile app guide here.

    Upon receiving your replacement watch, do remember to remove the payment chip from the faulty watch and insert it into the new watch. Thereafter, set up the new watch via the 'Watch' section on the Smart Buddy Mobile App.

Frequently Asked Questions (FAQ)

10. Can I change the watch strap?
Yes you can! eShoppenow.com has a spectacular range of beautiful and reliable straps available for purchase.

11. Can I purchase this watch?
Yes you can! You may purchase a new watch from eShoppenow.com. Do take note that the watch is only compatible for use with the POSB Smart Buddy Mobile App.

12. Where can I download the Smart Buddy Mobile App?
The mobile app is available for download using the links here.
Refer to our Smart Buddy Mobile App guide here for more info.

Download on the **App Store**   GET IT ON **Google Play**

13. What should I do if my child loses his/her Smart Buddy Card/Watch with chip?
You may temporarily disable the Smart Buddy watch by switching the "Disable Account" to "On" under your child's profile. In the event the watch is found, you may enable it again by switching the "Disable Account" to "Off".

Do note that disabling the account only disables its usage on Smart Buddy terminals and NETS retailers outside of school. Non-NETS related transaction (i.e., MRT/Bus Ride) will not be disabled.

You may refer to our Smart Buddy Help & Support page here for more information.

14. I am unable to sync my Smart Buddy watch. What can I do?
Please ensure you have installed the latest version of the Smart Buddy Mobile App on your phone. Once done, please try to sync again. You may follow the guides here to sync your Smart Buddy watch. If it still fails, you may have a faulty Smart Buddy watch.

Frequently Asked Questions (FAQ)

15. **The watch doesn't display the correct nickname, date & time because it ran out of battery. What should I do?**
Please charge your Smart Buddy watch first before syncing it via the "Watch" section on the Smart Buddy app. You may follow the guides here to sync your Smart Buddy Watch. If it still fails, you may have a faulty Smart Buddy watch.

16. **The watch goes on standby mode (i.e., watch screen turns dark) after 10 seconds. Will the date and time be updated?**
Yes, the date and time will continue to be updated. Only when the watch is turned off, will the date and time stop updating and your child will have to set the date and time again when the watch is turned back on.

17. **If I see "GOODBYE" on the watch face, is it still on standby mode?**
No, this indicates that the watch has been turned off. When the watch is first turned on, you will see "HELLO" and it will go into standby mode after 10 seconds (i.e., watch screen turns dark).

18. **Why is my Smart Buddy watch always blinking green light when not worn?**
This is because heart rate monitoring is enabled on the Smart Buddy mobile app for child's watch. If you would like to turn off the blinking green light, you can either disable the heart rate monitoring entirely on the app or set a time period when heart rate monitoring will be enabled.

Disposing Sustainably

Product Disposal

This product contains electronic parts, including a small li-ion battery, To dispose of this product sustainably, we recommend that you follow the steps below:

- Ensure the payment chip has been removed from the watch (with the payment chip removed, payment can no longer be made with the disposed watch)
- Locate the nearest e-waste disposal point near you (visit NEA website for more information)
- Proceed to the desired location and dispose of the watch, adhering to any instructions at the site

This ensures that the product is properly handled or recycled by authorized and approved authorities or companies.

Payment chip disposal

1. Contact POSB hotline at 1800 111 1111 to permanently terminate the payment chip first before cutting it.
2. Should you no longer require the payment chip, you may wish to cut the chip into equal halves.
3. Dispose of the chip like any other general waste.

Support

Need help in general or on how to activate your chip/card?
Click here